

STATE OF IOWA
DEPARTMENT OF COMMERCE
UTILITIES BOARD

IN RE: TELEPHONE DIRECTORY COMPLIANCE WITH 199 IAC 22.4(1)"b"	DOCKET NO. NOI-00-1
---	---------------------

ORDER CLOSING DOCKET

(Issued August 28, 2001)

On June 26, 2000, the Utilities Board (Board) initiated an inquiry to consider compliance with 199 IAC 22.4(1)"b." The rule provides that a telecommunications utility, which provides local exchange service and publishes an annual directory, shall include in the directory, information that the customer may contact the Utilities Division, Department of Commerce, 350 Maple Street, Des Moines, Iowa 50319, (877) 565-4450 toll free, or (515) 281-3839, if a service complaint is not resolved by the telecommunications utility. The inquiry was identified as Docket No. NOI-00-1.

A survey of some of the telephone directories published by telecommunications utilities providing local exchange service showed that many telephone directories did not contain the information required by this rule. The Board indicated that it did not know the exact extent of this problem and directed that a complete survey of all telephone directories should be conducted and that all directories should be brought into compliance for their next publication.

The Board, through its inquiry manager, has contacted all local exchange companies and requested copies of the pages containing the required information from each telephone directory to ensure compliance with 199 IAC 22.4(1)"b." As of the date of this order, the Board has received responses that show 17 companies are not in compliance with the rule in their most recently published directory. Additionally, the Board has not received all of the directories from McLeodUSA Telecommunications Services, Inc. (McLeodUSA), Clarksville Telephone Company (Clarksville) and La Motte Telephone Company, Inc. (La Motte).

The 17 telephone companies that are not in compliance have stated that they will bring their directories into compliance in the next publication. As the McLeodUSA, Clarksville and La Motte directories become available, they will be reviewed for compliance. In addition, McLeodUSA has indicated that a typographical error in its directories will be corrected with the next publication.

The Board finds that the purpose of this docket has been substantially accomplished. The Board has reviewed almost all of the directories published by local exchange companies and has determined whether they are in compliance with the requirements of 199 IAC 22.4(1)"b." The Board will be reviewing the directories from the 17 local exchange carriers not in compliance and from McLeodUSA, Clarksville, and La Motte. Since the purpose of this docket has been substantially accomplished, the Board will close the docket. The Board expresses its appreciation for the cooperation from the local exchange companies in the accomplishment of the purpose of this inquiry.

IT IS THEREFORE ORDERED:

Docket No. NOI-00-1 is closed.

UTILITIES BOARD

/s/ Allan T. Thoms

/s/ Diane Munns

ATTEST:

/s/ Judi K. Cooper
Executive Secretary

/s/ Mark O. Lambert

Dated at Des Moines, Iowa, this 28th day of August, 2001.